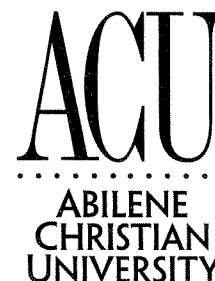


VICE PRESIDENT OF THE UNIVERSITY  
201 Hardin Administration Building  
ACU Box 29136, Abilene, Texas 79699-9136  
325-674-2156 • Fax 325-674-6789 • mccaleb@acu.edu



April 28, 2004

RECEIVED

APR 30 2004

CITY MGR'S OFFICE

The Honorable Norman Y. Mineta  
Secretary of Transportation  
Department of Transportation  
400 Seventh Street, SW  
Washington, DC 20590

Re: City of Abilene's Application to DOT's FY04 Small Community Air Service  
Development Program

Dear Secretary Mineta:

I support the City of Abilene's request for a Small Community Air Service Development Program (SCASDP) grant to continue improving air service at Abilene Regional Airport for the benefit of west central Texans.

Your approval of Abilene's FY04 grant proposal would fund a business plan that will further address service and fare deficiencies, including:

- Enhanced outreach to the citizens living in the rural areas of the airport's 32-county service area, including the formation of a Regional Air Service Advisory Council and proposed new regional shuttle service to the airport
- Formalizing a web-based Customer Knowledge Project to fully understand the air service needs and expectations of those citizens and their businesses
- Pursuit of more efficient service to our top western markets to better meet the demands of more than 50% of our passengers
- Expanding its Promotional Fare & Air Service E-mail Notification Program to include paid advertising
- Continuing its efforts to retain American Airlines, Continental Airlines, and SkyWest Airlines, including upgrade of aircraft from turboprops to regional jets

As a result, I respectfully request your favorable action on Abilene Regional Airport's grant application.

Sincerely,

A handwritten signature in black ink, appearing to read "Gary McCaleb", written over a horizontal line.

Gary McCaleb  
Vice President  
Abilene Christian University

cc: Mayor Grady Barr, City of Abilene, P.O. Box 60, Abilene, TX 79604